

The time is yours!

Aetna Navigator™ Member Website

Let's face it ... life doesn't have a pause button. Sometimes, you can't get to the really important things until after the day is done. Or before it starts. Either way, Aetna Navigator has you covered.

- Wondering about the status of a claim?
- Need a temporary or replacement ID card?
- Want to change your primary care physician or dentist?

You can do it all online — 24 hours a day, 7 days a week.

Manage your health care — when it's convenient

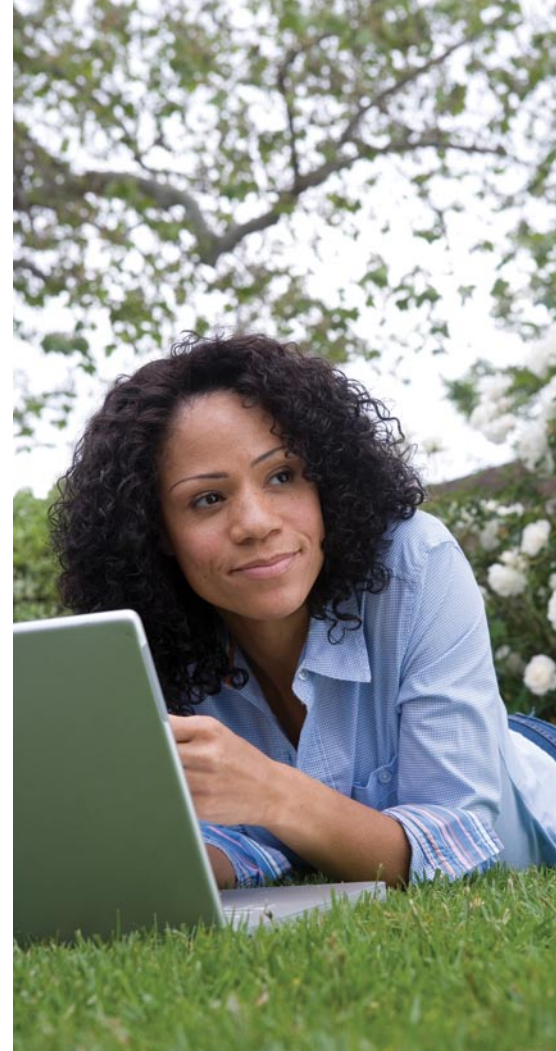
- Review who's covered on your Aetna plan[†]
- View your Flexible Spending Account (FSA) and health fund balances to better manage your expenses
- Print your Health History Report — a handy summary of your doctor visits, medical tests, prescriptions and other activities — and share it with your doctor
- Download claims, for you and your family, to your computer
- Link to health resources to learn about conditions, treatments, even physical fitness
- Communicate with Member Services

See the reverse side for full details.

It's easy to get started!

Go to www.aetna.com. Click on "Register Now" in the "Members: Public Information" section.

Visit your
personalized
website
anytime, 24/7.



[†]Health benefits and health insurance plans are offered, underwritten or administered by Aetna Health Inc., Aetna Health of California Inc., Aetna Health of the Carolinas Inc., Aetna Health of Illinois Inc., Corporate Health Insurance Company, Aetna Health Insurance Company of New York and/or Aetna Life Insurance Company.



**Don't delay!
Visit your secure
website today!**
www.aetna.com

Aetna Navigator puts you in charge

Stay on top of the details to really manage your family's health care benefits:

- View medical, dental and pharmacy claims
- Get pharmacy information, including Preferred Drug List, directory of participating pharmacies, Aetna Rx Home Delivery® mail-order service, and prescription drug cost estimation tools
- Find Flexible Spending Account (FSA) balances, payment details, tools for understanding and managing health care and dependent care spending accounts

Take action on your health:

- Print wallet-size temporary member ID cards and order replacement cards
- Use your personalized DocFind® directory to find health care professionals and facilities that participate in your plan — in English or Spanish

- Get Member Services phone numbers and mailing addresses
- Send secure e-mails to Aetna Member Services (also available in Spanish); from the claims detail page, send messages about specific claims with important information already filled in
- Ask for e-mail alerts when new information, such as Explanation of Benefits (EOB) statements or FSA payments, becomes available
- Print standard Aetna forms

Link up with health information, online:

- Visit the Aetna IntelliHealth® website for health, dental and wellness information offered by trusted sources, including Harvard Medical School
- Search the Healthwise® Knowledgebase for information about hundreds of health topics (in English and Spanish)
- Learn about health topics like asthma and heart disease

Use these handy tools to help manage your health care:

- Find the average costs for health care services in your area; learn how much you might save by choosing a doctor who participates in the Aetna network
- Review costs for medical treatments, office visits, medical tests and more
- Look up diseases and conditions, like asthma, diabetes and pregnancy
- Research prescription drugs; compare brand-name drugs to their generic equals and see prices for each — when bought at retail pharmacies and through our mail-order drug program
- Complete a personal health assessment and get an action plan created just for you
- Compare hospitals in your area to help decide where to receive medical care
- Take a survey to rate medical professionals in our network

This material is for information only and is not an offer or invitation to contract. The availability of Aetna Navigator's key features may vary by plan. Health benefits and health insurance plans contain exclusions and limitations. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services.

Aetna receives rebates from drug manufacturers that may be taken into account in determining Aetna's Preferred Drug List. Rebates do not reduce the amount a member pays the pharmacy for covered prescriptions. Material subject to change. For more information about Aetna plans, refer to www.aetna.com.

Policy forms issued in Oklahoma include: HMO/OK COC-4 09/02, HMO/OK GA-3 11/01, CHI/OK GP-3 02/02, CHI/OK INSCT-4 01/02, GR-23 and/or GR-29.

We want you to know®



www.aetna.com